

# SENIOR TAX COMPLIANCE REPRESENTATIVE (SPECIALIST)

## PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

### DEPARTMENTAL PROMOTIONAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

### POSITIONS EXIST

Positions exist statewide with the EDD's Tax Branch.

### POSITION DESCRIPTION

The Senior Tax Compliance Representative (Specialist) is the advanced journey person level in the Tax Compliance series. Under general supervision, incumbents independently perform the most complex, difficult, and sensitive compliance, outreach and/or advisory assignments, using a high degree of judgment and extensive knowledge of the California Unemployment Insurance Code (CUIC), statutes, regulations, and compliance and education/outreach procedures. This level acts as lead-person providing guidance and leadership to members of the team. In a Collection environment, these positions are found in offices where the workload permits specialization and concentration of the most complex compliance activities. In the Taxpayer Education and Assistance environment, incumbents require a high degree of technical knowledge and experience in dealing with the more complex and/or sensitive education and outreach activities, advisories, and consultations.

### SALARY RANGE

\$4619 - \$5616 per month

### EXAMINATION DATES

Final Filing Date: **April 24, 2009**

Interviews: It is anticipated that interviews will be held June 2009.

### FILING INSTRUCTIONS

All Examination Applications (STD 678) sent by mail, must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

#### MAILING ADDRESS:

Employment Development Department  
Human Resource Services Div, MIC 54  
Attention: STCR Exam  
P.O. Box 826880  
Sacramento, CA 94280-0001

#### FILE IN PERSON ADDRESS:

Employment Development Department  
Human Resource Services Division  
Attention: STCR Exam  
751 N Street, 6<sup>th</sup> Floor Solar Building  
Sacramento, CA 95814

#### ***DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD***

**NOTE:** All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. ("**Range**" is applicable to this examination; therefore applications should reflect the breakdown of "from" and "to" dates for time spent in each range). Applications received without this information may be rejected because of incomplete information.

**SEE PAGE 2 FOR ADDITIONAL INFORMATION**

**REASONABLE  
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

**COMPETITION LIMITED TO**

- Employees who have a permanent civil service appointment with the Employment Development Department by the final filing date; or
- Current or former employees of the Legislature with two or more years as defined in Government Code 18990; or
- Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government Code 18992; or
- Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

**ELIGIBLE LIST  
INFORMATION**

A departmental promotional eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the services and conditions of list warrant a change in this period.

**REQUIREMENTS  
FOR ADMITTANCE  
TO THE EXAMINATION**

**NOTE:** All applicants must meet the education and/or experience requirements for this examination by the final filing date.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other pattern to meet the total experience requirement.

***Minimum  
Qualifications*****EITHER I**

One year of experience in the California state service performing the duties of Tax Compliance Representative, Range C.

**OR II**

Four years of field experience in tax law compliance and tax collection work, at least one year of which shall have involved performance of the most difficult assignments. (Experience in California state service applied toward this pattern must include one year of experience performing the duties of a Tax Compliance Representative, Range C.)

**SPECIAL  
REQUIREMENTS**

Must be able to qualify for a fidelity bond; be willing to work long and irregular hours and in various locations throughout the State; and have keenness of observation, persistency, imagination and tact.

**SCOPE OF THE  
EXAMINATION****A. Knowledge of:**

1. Methods and problems of organization, administration, and management.
2. Commercial law, business practices, and financial record keeping.
3. Provisions of State and tax laws administered.
4. Rules of evidence, preparation of evidence, and court procedure.
5. Interviewing techniques
6. Methods used by violators in evading tax liability.
7. Investigation techniques and sources of information used in locating persons.
8. Methods used and remedies available for the collection of taxes.
9. Functions of Federal, State, and local tax, regulatory and law enforcement agencies.

**CONTINUED ON PAGE 3**

**SCOPE OF THE  
EXAMINATION (continued)****B. Ability to:**

1. Read and write English at a level required for successful job performance.
2. Learn and operate automated equipment.
3. Learn, interpret and apply provisions of the laws, rules and regulations administered.
4. Analyze situations accurately and take effective action.
5. Interact with citizens and public officials under conditions requiring the utmost in tact and good judgment.
6. Speak effectively and write in a clear and concise manner.
7. Independently conduct complex investigations and detect or verify suspected violations.
8. Work cooperatively with other enforcement agencies.

**EXAMINATION  
INFORMATION**

This examination will consist of a Qualifications Appraisal Interview weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

**ORAL INTERVIEW** – Candidates will be required to appear before a Qualifications Appraisal Panel (QAP) for an oral interview consisting of pre-determined, job-related questions.

**CANDIDATES WHO DO NOT APPEAR FOR THEIR ORAL INTERVIEW WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.**

**INQUIRIES ABOUT  
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to either:

Brian Walsh, Exam Analyst  
(916) 657-3948  
[Brian.Walsh@edd.ca.gov](mailto:Brian.Walsh@edd.ca.gov)

Venus King, Exam Technician  
(916) 651-9399  
[Venus.King@edd.ca.gov](mailto:Venus.King@edd.ca.gov) .

In addition, please refer to page 5 of this bulletin for additional examination information.

**SEE PAGE 4 FOR ADDITIONAL INFORMATION**

## GENERAL INFORMATION

**THE EMPLOYMENT DEVELOPMENT DEPARTMENT** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

**IT IS THE CANDIDATE'S RESPONSIBILITY** to contact the Employment Development Department, Human Resource Services Division, (916) 654-6869, three weeks after filing his/her application if he/she has not received a Receipt of Application notice.

**EXAMINATION APPLICATIONS** (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov).

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

**EXAMINATION LOCATIONS:** When oral interviews are part of the examination, ordinarily, such interviews are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**IF A CANDIDATE'S NOTICE** of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**PROMOTIONAL EXAMINATIONS ONLY:** Veterans Preference Points are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 2 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at [www.spb.ca.gov](http://www.spb.ca.gov).

EMPLOYMENT DEVELOPMENT DEPARTMENT  
Human Resource Services Division, MIC 54  
P.O. Box 826880  
Sacramento, CA 94280-0001  
Telephone/Exam Hotline: (916) 654-6869  
Web site: [www.edd.ca.gov](http://www.edd.ca.gov)

California Relay Service for Hearing Impaired:  
From TDD Phone: (800) 735-2929  
From Voice Phone: (800) 735-2922

*TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.*